

PTO-1449		Application No. 10/072,408		Applicant(s) Nygren et al.	
Information Disclosure Citation Pending Application		Docket Number 019143.0347	Group Art Unit 2161	Filing Date February 8, 2002	

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U.S. PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
U	A	5,793,861	08/11/1998	Haigh	379	266	06/11/1996
	B						
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FOREIGN PATENT DOCUMENTS								
		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
U	M	EP 1 016 998 A2	07/05/2000	EPO	G06F 17/60		X	
U	N	WO 01/75747 A1	10/11/2001	PCT	G06F17/60		X	
U	O	WO 01/54388 A1	07/26/2001	PCT	H04M 1/64		X	
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		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
U	Q	Ronni T. Marshak, "IBM's FlowMark Object-Oriented Workflow for Mission-Critical Applications," <i>Workgroup Computer Report</i> , Vol. 17, No. 5, XP 000568699, May 1994, 11 pages.	May 1994
U	R	David Hollingsworth, "The Workflow Reference Model," Document No. TC00-1003, <i>Workflow Management Coalition</i> , January 19, 1995, 55 pages.	January 19, 1995
U	S	Kerry W. Hassler et al., "Revolutionizing Definity® Call Centers in the 1990s," <i>AT&T Technical Journal</i> , July/Aug. 1995, 10 pages.	July/Aug. 1995
U	T	PCT International Search Report in International Application No. PCT/US 03/01759, dated November 14, 2003, 7 pages.	Nov. 14, 2003

EXAMINER 	DATE CONSIDERED 11/6/05
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

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		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
6	A	US 2001/0012356 A1	08/09/2001	McDuff et al.	379	265.02	09/30/1997
4	B	5,946,375	08/31/1999	Pattison et al.	379	34	05/12/1997
4	C	6,058,163	05/02/2000	Pattison et al.	379	34	05/12/1997
C	D	6,263,049	07/17/2001	Kuhn	379	34	09/25/1997
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FOREIGN PATENT DOCUMENTS								
		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
6	M	WO 01/60027 A2	08/16/2001	PCT	H04M		X	
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	P							
	Q							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
6	R	International Search Report in International Application No. PCT/US 03/01684 dated June 2, 2003, 8 pages.	06/02/2003
C	S	International Search Report in International Application No. PCT/US 03/01685 dated June 4, 2003, 8 pages.	06/04/2003
	T		

EXAMINER 	DATE CONSIDERED 11/8/05
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